MassHR
Delivering HR Services That Matter

Employee Self-Service

Updating Direct Deposit

All employees will have access within Employee Self-Service that will allow the ability to view, add, update, and/or delete direct deposit information.

Important Reminders:

- Do not use a bank deposit slip to add/edit your direct deposit information. Your routing and account numbers are not on your Debit/ ATM card. Obtain the information from a Personal Check, if available. The Routing Number is the first set of 9 digits at the bottom of your check. Your Account Number is listed directly to the right after the Routing Number. Do not include the check number, which is to the right of the account number. If you still require assistance, contact your financial institution for help in determining your banking information.
- You can only update your Direct Deposit information once a day. Once you navigate off the Direct Deposit page, you need to wait until the next day to make changes.
- Direct Deposit account changes made the Wednesday before Pay Day through the following Wednesday before 6PM, will take effect in your next pay advice. Changes on other days may result in a paper check.
- **You are responsible for the accuracy of your data; please review carefully before saving page.**
- Employees of Agencies that utilize the MassHR Employee Service Center should contact the Employee Service Center with direct deposit related questions by calling 1-855-4HR-SPPT (1-855-447-7778) or for TTY users: (617) 248-0546.
- Employees of Agencies that do not use Employee Service Center should contact their Agency Human Resources or Payroll Department with direct deposit related questions.

Add Direct Deposit:

Note: If you are enrolling into direct deposit for the first time, the first account you create must have a "Deposit Type" of "Balance". You can then create additional accounts as necessary. The "Balance" account will receive 100% of your net pay funds if no other accounts are created.

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List and press the letter S until you hear SELF SERVICE FOLDER link and press Enter. You will arrive on the Self Service page.

Step 3. Press Insert + F7 to access the Links List and press the letter P until you hear the PAYROLL AND COMPENSATION FOLDER link and press ENTER.

Step 4. Press Insert + F7 to access the Links List and press the letter D until you hear the DIRECT DEPOSIT link and press ENTER. You will arrive at the Direct Deposit Page. Once within DIRECT DEPOSIT page, you are presented with a table of existing Direct Deposit Accounts if any.
Note: If you need more information on the best time to enter in Direct Deposit changes, press Insert + F7 to pull up the Links List and press the letter D until you hear the Direct Deposit Timing link and press Enter. You will arrive at a new Direct Deposit page. Press the letter H to quickly navigate until you hear the Direct Deposit Header and press the DOWN Arrow in order review all of the information on the page. Once complete, press Insert + F7 and then press the letter R until you hear the Return to Direct Deposit link and press Enter. You will return to the Direct Deposit Page.

Step 5. Press the letter B to quickly navigate until you hear the ADD ACCOUNT Button and press ENTER. You will arrive on the Add Direct Deposit page

Step 6. . Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter Y until you hear Your Bank Information Routing Number and press Enter. Your focus will be in the Routing Number EDIT Box. Enter the Routing Number of your banking institution.
Note: If you are unable to define the routing number, use Insert + F7 to pull up the Links List and press the letter C until you hear Check Image link and press Enter. You will arrive at the Check Example page. Press the letter H to quickly navigate until you hear the Check Example Header. Press the DOWN Arrow to hear the Routing/Account Number explanation. Once complete, press the letter B to quickly navigate until you hear the OK button and press Enter. You will return to the Add Direct Deposit Page.

Step 7. Press the TAB Key to put focus in the Account Number EDIT Box. Enter the Account Number of your banking institution.
Note: If you are unable to define the accounting number, use Insert + F7 to pull up the Links List and press the letter C until you hear Check Image link and press Enter. You will arrive at the Check Example page. Press the letter H to quickly navigate until you hear the Check Example Header. Press the DOWN Arrow to hear the Routing/Account Number explanation. Once complete, press the letter B to quickly navigate until you hear the OK button and press Enter. You will return to the Add Direct Deposit Page.

Step 8. Press the TAB Key to put focus in the Account Type Combo Box. Press ALT + Down Arrow to open the list box. Press the Up and Down Arrows to select the Account Type of Checking or Savings and press Tab.

Step 9. Your focus is now in the Deposit Type Combo Box. Press ALT + Down Arrow to open the list box. Press the Up and Down Arrows to select the Deposit Type. Your Deposit Types are the following:

- Amount: A flat dollar amount; i.e. $10
- Balance: The final net pay you are to receive, after all taxes, deductions, and other deposits have occurred. If this is your first direct deposit account, always enter in the Balance Direct Deposit account type first.
- Percent: A percentage; i.e. 25%

Once you have selected your Deposit Type, press Enter to select.

Step 10. Press the Tab key to place your focus in the Amount or Percent EDIT Box. Enter the dollar or percentage you wish to have allocated, if your Deposit Type is listed as Amount or Percentage.

Step 11. Press the Tab key to place your focus in the Deposit Order EDIT Box. If you have more than one direct deposit account, enter the order in which you wish to have your direct deposit submitted to your bank accounts. The Balance Deposit Type will always default to 999. Do Not Change. This means that the system will remit the remainder of your net pay funds into your main direct deposit account that you have selected. You can select a number from 1- 998 for all other accounts. If you select 1, for example, it will be the first account to have direct deposit presented into it and all other accounts will follow sequentially.
Please be sure to verify the information you have entered is accurate.

Step 12. To save your Direct Deposit Account, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter S until you hear the SAVE Button. Press Enter to place focus on the button and press ENTER again to activate in order to save your entry. You will arrive at the Direct Deposit Save confirmation Page.

Step 13. Press the letter H until you hear the Save Confirmation Header and press the Down Arrow in order to hear the confirmation message. Continue pressing the Down Arrow until you hear the OK button to confirm and press Enter to complete the transaction.

Review a Direct Deposit Account:

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List and press the letter S until you hear SELF SERVICE FOLDER link and press Enter. You will arrive on the Self Service page.

Step 3. Press Insert + F7 to access the Links List and press the letter P until you hear the PAYROLL AND COMPENSATION FOLDER link and press ENTER.

Step 4. Press Insert + F7 to access the Links List and press the letter D until you hear the DIRECT DEPOSIT link and press ENTER. You will arrive at the Direct Deposit Page. Once within DIRECT DEPOSIT page, you are presented with a table of existing Direct Deposit Accounts. You will have the option to review any existing Direct Deposit Accounts that are present.

Step 5. Press Insert + F7 to access the Links List. Press the letter C in order to cycle through your available checking accounts. Press the letter S in order to cycle through your available savings accounts. Press ENTER once you hear the desired Checking Deposit Order number or the desired Saving Deposit Order number you wish to review. You will arrive at the Direct Deposit Detail View page. On the Direct Deposit Detail View page, press the letter H until you hear the Direct Deposit Detail View Header. Press the Down Arrow in order to review the Routing Number, Account Number, Account Type, Deposit Type, Amount or Percent selected, and the Deposit Order of the Direct Deposit selected.

Step 6. To go back to the Direct Deposit page, press Insert + F7 to access the Links List and press R until you hear the RETURN TO DIRECT DEPOSIT link and press ENTER. You will return to the Direct Deposit page.

Edit Direct Deposit:

You have the ability to edit an existing direct deposit account.

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List and press the letter S until you hear SELF SERVICE FOLDER link and press Enter. You will arrive on the Self Service page.

Step 3. Press Insert + F7 to access the Links List and press the letter P until you hear the PAYROLL AND COMPENSATION FOLDER link and press ENTER.

Step 4. Press Insert + F7 to access the Links List and press the letter D until you hear the DIRECT DEPOSIT link and press ENTER. You will arrive at the Direct Deposit Page. Once within DIRECT DEPOSIT page, you are presented with a table of existing Direct Deposit Accounts and you have the option to EDIT any existing Direct Deposit Accounts that are present.
Note: If you need more information on the best time to enter in Direct Deposit changes, press Insert + F7 to pull up the Links List and press the letter D until you hear the Direct Deposit Timing link and press Enter. You will arrive at a new Direct Deposit page. Press the letter H to quickly navigate until you hear the Direct Deposit Header and press the DOWN Arrow in order review all of the information on the page. Once complete, press Insert + F7 and then press the letter R until you hear the Return to Direct Deposit link and press Enter. You will return to the Direct Deposit Page.

Step 5. Press the letter B to quickly navigate until you hear the Checking Deposit Order number or the Saving Deposit Order number EDIT Button of the desired account you wish to update and press ENTER. You will arrive on the Change Direct Deposit page.

Step 6. . Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter Y until you hear Your Bank Information Routing Number and press Enter. Your focus will be in the Routing Number EDIT Box. Enter the Routing Number of your banking institution.
Note: If you are unable to define the routing number, use Insert + F7 to pull up the Links List and press the letter C until you hear Check Image link and press Enter. You will arrive at the Check Example page. Press the letter H to quickly navigate until you hear the Check Example Header. Press the DOWN Arrow to hear the Routing/Account Number explanation. Once complete, press the letter B to quickly navigate until you hear the OK button and press Enter. You will return to the Add Direct Deposit Page.

Step 7. Press the TAB Key to put focus in the Account Number EDIT Box. Enter the Account Number of your banking institution.
Note: If you are unable to define the accounting number, use Insert + F7 to pull up the Links List and press the letter C until you hear Check Image link and press Enter. You will arrive at the Check Example page. Press the letter H to quickly navigate until you hear the Check Example Header. Press the DOWN Arrow to hear the Routing/Account Number explanation. Once complete, press the letter B to quickly navigate until you hear the OK button and press Enter. You will return to the Add Direct Deposit Page.

Step 8. Press the TAB Key to put focus in the Account Type Combo Box. Press ALT + Down Arrow to open the list box. Press the Up and Down Arrows to select the Account Type of Checking or Savings and press Tab.

Step 9. Your focus is now in the Deposit Type Combo Box. Press ALT + Down Arrow to open the list box. Press the Up and Down Arrows to select the Deposit Type. Your Deposit Types are the following:

- Amount: A flat dollar amount; i.e. $10
- Balance: The final net pay you are to receive, after all taxes, deductions, and other deposits have occurred. If this is your first direct deposit account, always enter in the Balance Direct Deposit account type first.
- Percent: A percentage; i.e. 25%

Once you have selected your Deposit Type, press Enter to select.

Step 10. Press the Tab key to place your focus in the Amount or Percent EDIT Box. Enter the dollar or percentage you wish to have allocated, if your Deposit Type is listed as Amount or Percentage.

Step 11. Press the Tab key to place your focus in the Deposit Order EDIT Box. If you have more than one direct deposit account, enter the order in which you wish to have your direct deposit submitted to your bank accounts. The Balance Deposit Type will always default to 999. Do Not Change. This means that the system will remit the remainder of your net pay funds into your main direct deposit account that you have selected. You can select a number from 1- 998 for all other accounts. If you select 1, for example, it will be the first account to have direct deposit presented into it and all other accounts will follow sequentially.
Please be sure to verify the information you have entered is accurate.

Step 12. To save your Direct Deposit Account, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter S until you hear the SAVE Button. Press Enter to place focus on the button and press ENTER again to activate in order to save your entry. You will arrive at the Direct Deposit Save confirmation Page.

Step 13. Press the letter H until you hear the Save Confirmation Header and press the Down Arrow in order to hear the confirmation message. Continue pressing the Down Arrow until you hear the OK button to confirm and press Enter to complete the transaction.

Pay Statement Print Option

If you wish to receive an electronic stub of your direct deposit.

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List and press the letter S until you hear SELF SERVICE FOLDER link and press Enter. You will arrive on the Self Service page.

Step 3. Press Insert + F7 to access the Links List and press the letter P until you hear the PAYROLL AND COMPENSATION FOLDER link and press ENTER.

Step 4. Press Insert + F7 to access the Links List and press the letter D until you hear the DIRECT DEPOSIT link and press ENTER. You will arrive at the Direct Deposit Page.

Step 5. Press Insert + F7 to access the Links List and press the letter P until you hear the PAY STATEMENT OPTION link and press ENTER. You will arrive at the Pay Statement Print Option Page.

Step 6. The radial button will already be pre-populated as checked for the statement of "Do not send a paper copy of direct deposit pay statement." No action is needed to activate the radial button. If you wish to confirm your request to receive an electronic stub of your direct deposit, press Tab to ensure that focus is on the Save Button and press Enter. You will arrive at the Direct Deposit Confirmation page.

Step 8: Press the letter H until you hear the Save Confirmation Header and press the Down Arrow in order to hear the confirmation message. Continue pressing the Down Arrow until you hear the OK button to confirm and press Enter to complete the transaction

Delete Direct Deposit:

You have the ability to delete an existing direct deposit account. **Important:** Employees will be unable to delete a direct deposit account that is marked as a Balance account.

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List and press the letter S until you hear SELF SERVICE FOLDER link and press Enter. You will arrive on the Self Service page.

Step 3. Press Insert + F7 to access the Links List and press the letter P until you hear the PAYROLL AND COMPENSATION FOLDER link and press ENTER.

Step 4. Press Insert + F7 to access the Links List and press the letter D until you hear the DIRECT DEPOSIT link and press ENTER. You will arrive at the Direct Deposit Page. Once within DIRECT DEPOSIT page, you are presented with a table of existing Direct Deposit Accounts. You will have the option to DELETE an existing direct deposit account.

Step 5. Press the letter B to quickly navigate until you hear the Checking Deposit Order number or the Saving Deposit Order number DELETE Button of the desired account you wish to delete and press ENTER. You will arrive at the Direct Deposit Delete Confirmation Page.

Step 6. Press the letter B to quickly navigate until you hear the YES-DELETE button in order to confirm the delete request and press ENTER. If you select YES, you will return to the Direct Deposit page with the account being deleted.

Step 7. Press the letter B again to quickly navigate until you hear the NO-DO NOT DELETE button to cancel the delete request and press ENTER. If you select NO, you will return to the Direct Deposit page with the account not being deleted.

Step 8. To save, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter S until you hear the SAVE Button. Press Enter to place focus on the button and press ENTER again to activate in order to save your entry. You will arrive at the Direct Deposit Save confirmation Page.

Step 9. Press the letter H until you hear the Save Confirmation Header and press the Down Arrow in order to hear the confirmation message. Continue pressing the Down Arrow until you hear the OK button to confirm and press Enter to complete the transaction.